



fgua



Happy Spring from the FGUA!

The FGUA is continually working on solutions to customer's questions and requests, including easy access to pay your bill.

Did you know? You have the option of using the internet to pay your monthly bills. Visit our website at www.fgua.com to setup an account and learn more!

The FGUA is at work in your area!

Did you know that the FGUA puts a minimum of 5% from gross revenues into “renewal and replacement?” This means that over **\$5,200,000** was spent in Fiscal Year 2014 to update things like service lines, lift stations, valves and meters. The FGUA replaced over 7,000 meters just in the last 12 months! These steps are important to ensure **quality service delivery to YOU, our customer.**

Did you know?

You can make payments by phone, 24 hours a day/7 days a week using our automated phone system. **Simply call: 1-855-396-1256.**

You can also use EZ Pay, which allows the convenience of having your bills automatically paid from your checking account each month. Complete the EZ pay form (available at www.fgua.com) and return it to your local customer service office.

Need office supplies?

Visit **Office Depot** to get the exclusive **FGUA CUSTOMER DISCOUNT!** You can save up to **30%** by using the “store purchasing card” number #80122634420. You can also pick up a physical card at your local customer service office!



Si usted desea recibir esta información en español, por favor comuníquese con la oficina de servicio al cliente local.

Come visit us! The FGUA has five customer service offices throughout the state. In addition, payments can be made at select partner locations, such as Amscot.

How Are Rates Established?

The FGUA is a LOCAL GOVERNMENT and rates are established to cover the costs of acquiring, operating and improving your utility system as well as meeting bond requirements. For this reason, rates may vary by each FGUA system and from other utilities in the state of Florida.

The FGUA Board of Directors (made up of YOUR representatives) approve rates in a public forum at their regularly scheduled meetings. You can attend local meetings in person and most Board meetings by video at your local customer service office! Visit www.fgua.com to learn more.

Do you have concerns?

The FGUA is committed to providing quality customer service and wants to know how we can help you! There is a community services representative in your local customer service office that **WORKS FOR YOU!** Their job is to investigate your situation and help resolve any problems you are having. They work

with the operations, development, customer service and finance teams so when you're having a problem, don't get frustrated, get answers and help through your local community service rep!

Ever wonder what's in your water?

The FGUA regularly monitors and tests your water to ensure it is meeting regulatory standards. Each year, a water quality report is put together to inform you about the water in your system. This is called a Consumer Confidence Report (or CCR). All of the FGUA's CCR's are available online. Look for the 2015 report this July at www.fgua.com.

